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INTELLECTUAL PROPERTY LAW  
PATENTS TRADEMARKS COPYRIGHTS  
LICENSING AND RELATED  
LITIGATION

July 28, 2006

Aleksander Szlam  
9380 Colonnade Trail  
Alpharetta, GA 30022

RE: Dynamic and Interdependent Processing of  
Inbound and Outbound Communications  
Our Reference: CONCERTO-500AX

Dear Aleksander:

Enclosed for signature is a Declaration and Power of Attorney form for your signature. This document should be signed and returned to us at your earliest convenience, and must be filed with the United States Patent & Trademark Office pursuant to the most recent Office Action issued in the above-identified patent application.

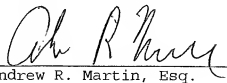
Please sign and date the document and return the original to us by mail, as well as facsimile at 603-624-1432.

If you have any questions, please do not hesitate to contact us. We look forward to receipt of the enclosed Declaration.

Very truly yours,

BOURQUE & ASSOCIATES, P.A.

By:

  
Andrew R. Martin, Esq.

ARM/slf  
Encl.

DECLARATION AND POWER OF ATTORNEY

As a below-named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name;

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled:

Dynamic and Interdependent Processing of Inbound and Outbound Communications

the specification of which (check one):

☐ is attached hereto. ☒ was filed November 10, 1999 as Serial  
No. 09/437,414; amended on \_\_\_\_\_  
(if applicable).

I hereby state that I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose information which is material to the patentability of this application in accordance with Title 37, Code of Federal Regulations §1.56(a).

I hereby claim foreign priority benefits under Title 35 USC 119(a)-(d) or (f), or 365(b) of any foreign application(s) for patent, inventor's or plant breeder's rights certificate(s), or 365(a) of any PCT international application which designated at least one country other than the United States of America, listed below and have also identified below any foreign application for patent, inventor's or plant breeder's rights certificate(s), or any PCT international application having a filing date before that of the application on which priority is claimed:

<u>Prior Foreign Application(s)</u>	<u>Date Filed</u>	<u>Priority Claimed</u>
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I hereby claim the benefit under Title 35 USC 120 of any United States application(s) listed below and insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35 USC 112, I acknowledge the duty to disclose material information as defined in Title 37, Code of Federal Regulations, §1.56(a) which occurred between the filing date of the prior application and the national or PCT international filing date of this application:

08/449,887	May 25, 1995	Patented
(Application Serial No.)	(Filing Date)	(Patented/pending/abandoned)

07/533,489	June 5, 1990	Patented
(Application Serial No.)	(Filing Date)	(Patented/pending/abandoned)

I hereby claim the benefit under Title 35 USC 119(e) of any United States provisional application(s) listed below:

(Application Serial No.)	(Filing Date)	(Patented/pending/abandoned)
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**POWER OF ATTORNEY:** As a named inventor, I hereby appoint the following attorney(s) to prosecute this application and transact all business connected therewith in the Patent and Trademark Office, and to file with the USRO any International Application based thereon.

Daniel J. Bourque, 35,457  
Andrew R. Martin, 45,413

Address all correspondence to:

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I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

Full Name of Sole/First Inventor:		
Aleksander Szlam		
City of Residence	State or Country	Country of Citizenship
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9380 Colonnade Trail	Alpharetta	GA 30022
Signature: (Please sign and date in permanent ink.)		Date signed:
X		X

Full Name of Second Joint Inventor:

James W. Crooks, Jr.

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Signature: (Please sign and date in permanent ink.)		Date signed:
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Full Name of Third Joint Inventor: Dean H. Harris		
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Signature: (Please sign and date in permanent ink.)  X		Date signed:  X